



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**NTS Services Corp.**  
**for quarter ending March 31, 2009**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.21	5.22	5.12	5.18
B. Operator Answer Time - Information [730.510(a)(1)]	3.61	3.98	3.84	3.81
C. Repair Office Answer Time [730.510(b)(1)]	12.25	12.83	14.33	13.14
D. Business or Customer Service Answer Time [730.510(b)(1)]	13.36	14.25	13.96	13.86
E. Percent of Service Installations [730.540(a)]	99.25%	99.10%	99.09%	99.15%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.38%	99.21%	99.63%	99.41%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.23	1.20	1.62	1.35
H. Percent Repeat Trouble Reports [730.545(c)]	3.68%	3.25%	5.65%	4.19%
I. Percent of Installation Trouble Reports [730.545(f)]	2.20%	1.81%	1.36%	1.79%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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